

Our Mission

To advocate for the highest quality of life and care for persons receiving long-term care services.



This brochure has been created or produced by the Area Agencies on Aging of Northern Virginia with financial assistance, in whole or in part, from the Administration on Aging and/or the Virginia Department for the Aging.

These agencies are committed to nondiscrimination on the basis of disability in all programs, services and activities. Reasonable accommodations will be provided upon request. To request this information in an alternate format, call 703-324-5861; TTY 703-449-1186.

This brochure is available in Arabic, Farsi, Korean, Somali, Spanish, Urdu and Vietnamese.

July 2006

Northern Virginia **Long-Term Care Ombudsman Program**

**Advocating for Excellence in
Long-Term Care**



What is an Ombudsman?

An Ombudsman is a Swedish term for a person who acts as an impartial third party in resolving problems. An **Ombudsman**:

- Advocates for improving the quality of life for persons receiving long-term care services.
- Resolves complaints against long-term care providers through counseling, mediation and investigation.
- Provides information about long-term care providers to help consumers make an informed choice.
- Educates the community about long-term care issues.
- Visits long-term care facilities on a weekly basis through our volunteer program.
- Trains long-term care staff.
- Consults with providers.



What type of information is available about long-term care providers?

The Ombudsman assists the consumer in making an informed decision about long-term care providers (nursing facilities, assisted living facilities, adult day programs and home care organizations) by offering:

- Tips for choosing a long-term care facility.
- Information about the admissions process.
- Providers' available services and complaint track record.
- Virginia Department of Health Office of Licensure and Certification.

Resident's Bill of Rights

You have the right to:

- Be informed of your rights, rules and regulations governing your care, conduct and responsibilities.
- Be informed of available services and related charges.
- Participate in planning your care and treatment.
- Be informed of reasons for transfer or discharge and be given reasonable advance notice.
- Voice grievances and recommend changes in policy.
- Manage your personal financial affairs.
- Be free from mental and physical abuse and from unauthorized chemical and physical restraints.
- Confidential treatment of your personal and medical records and approval or refusal of their release.
- Be treated with recognition of dignity, individuality and privacy.
- Not perform services for the facility without your consent.
- Have private communication with persons of your choice and to send and receive unopened mail.
- Participate in social, religious and community activities.
- Maintain and use personal clothing and possessions as space permits.
- Have privacy for visits with your spouse, family and friends.
- Have information on the rights and responsibilities of residents posted in a visible place.

Ombudsman services are FREE and confidential

Funding for this program is provided primarily by the Area Agencies on Aging (AAA) in the City of Alexandria and the Counties of Arlington, Fairfax, Loudon and Prince William.

For further information on aging issues and concerns, contact your local AAA:

Alexandria	703-838-0920
Arlington	703-228-1700
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Loudon	703-777-0257
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